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## **2. DEFINITIONS** (Cont'd)

**Energy Services Company (ESCO)** - a non-utility entity that can perform electric energy and customer service functions in a competitive environment, including provision of energy and assistance in the efficiency of its use. The term ESCO is used herein to refer to an entity that is deemed eligible by the New York State Department of Public Service and qualified in a utility's territory to provide electricity and associated customer service functions to end use customers in New York State.

**Involuntary Switch** - a process or situation where someone changes a customer's energy/meter services from one supplier (ESCO, MSP or Central Hudson) to another without the customer's direct authorization, including a customer's return to Central Hudson full service because of a supplier's failure to deliver. (See "Slamming" and the section entitled "Termination of Service.")

**Lockbox** - a collection mechanism agreed upon by the Company and an ESCO/Direct Customer which employs a third party institution to receive and disburse customer payments.

**New Delivery Customer** - a customer initiating delivery service.

**Slamming** - an Involuntary Switch that is not in accord with the "Discontinuance of Service" provisions set forth in the Uniform Retail Access Business Practices.

**Special Meter Read** - a service provided to obtain an actual meter reading on a date that is different than the regularly scheduled meter read date.

**Special Needs** - as defined by the Home Energy Fair Practices Act (HEFPA) and included in 16 New York Code of Rules and Regulations ("NYCRR") Section 11.5, those conditions of a customer who requires electrically-operated life-sustaining equipment, has a medical emergency, or is elderly, blind or disabled.

**Voluntary Switch** - a process or situation where a customer's energy/meter supplier is changed from one service provider, e.g., ESCO, MSP or Central Hudson, to another service provider with the customer's direct authorization.

Issued by: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York